

The Pipeline



Spring 2023



Commissioner Karen Steeb

Commissioner's Corner

Commissioners and Staff Contribute to Regional Committees for the Benefit of Our Ratepayers

Looming large for commissioners are multiple regional issues which potentially have huge impacts on the District and our ratepayers. At our bi-monthly meetings local issues specific to Woodinville Water District are discussed. In addition to regular board meetings, commissioners and staff serve on regional water and sewer boards and committees which revolve around issues with significant financial implications or health and safety concerns with enduring ramifications for the Water District. A summary follows of the regional committees and boards we participate.

THE WASHINGTON ASSOCIATION OF SEWER & WATER DISTRICTS SECTION IV SUBCOMMITTEE:

Within the Washington Association of Sewer & Water Districts (WASWD) is the Section IV subcommittee which is chaired by Commissioner Chuck Clarke. Presentations educate and update the members on relevant topics from the Washington Department of Health (DOH), Washington Department of Ecology (DOE), and King County as well as other entities and individuals. These presentations offer valuable opportunities to influence policies on matters such as Municipal Water Law, water quality, and the intersect of county planning issues with utilities within these large organizations.

WASWD GOVERNMENT RELATIONS COMMITTEE:

The WASWD Government Relations Committee, which Commissioner Karen Steeb serves, regularly hears from our two association lobbyists hired to influence sewer and water resource regulations in Olympia. This committee monitors pending legislation and coordinates responses to proposed legislation and litigation that will affect us, such as the Public Works Trust Fund and biosolids land applications.

SEATTLE WATER SUPPLY OPERATING BOARD:

The Seattle Water Supply Operating Board is a group of 17 municipalities and districts who purchase drinking water from the City of Seattle where Commissioner Pamela Maloney and General Manager Patrick Sorensen represent the District. The Board's current focus is renegotiating the 60-year

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You Can Now Update Your Contact Information on Our Website

In the event of an emergency we would like to be able to contact you quickly. You can now update your contact information on our website, www.woodinvillewater.com, at a time that is convenient for you. You can also contact our Customer Service Department at customerservice@woodinvillewater.com or at 425-487-4100 and they can update your account for you.

Let Us Know About Life Support Issues Requiring Non-Interrupted Water Service

A reminder to all – please be sure to let us know if anyone in your household has a serious health condition requiring water to be available at all times, such as kidney dialysis. We make a note of this on your customer account screen.

Please contact Customer Service at 425-487-4100 or email customerservice@woodinvillewater.com.

Commissioner's Corner

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water supply contract to ensure sustainable, high quality affordable water for communities now and into the future. The Operating Board monitors spending on projects to maintain and improve the regional water supply, evaluates proposed rate adjustments; and influences regional water conservation policy.

SNO-KING WATER DISTRICT COALITION:

The Sno-King Water District Coalition, with District participation by our general manager, Patrick Sorensen, consists of seven water and sewer districts serving over 400,000 people in the north central Puget Sound region. This organization engages in local and regional water supply planning and inter-system coordination – often with cities, counties, tribes, water districts, and other organizations to promote laws that benefit all water purveyors and their customers.

METROPOLITAN WATER POLLUTION ABATEMENT ADVISORY COMMITTEE:

Metropolitan Water Pollution Abatement Advisory Committee (MWPAAC) is represented by the District's Financial Manager, Jack Broyles. MWPAAC advises King County on issues related to our sewer collection and treatment services. The District's 50-year contract for the treatment of our wastewater is being renewed. MWPAAC is striving for a contract which is fair to all participating rate payers in King County. Jack further serves as chair of the MWPAAC Rates and Finance Subcommittee. This subcommittee reviews and evaluates financial policies and Wastewater Treatment Department assumptions used in determining King County's sewer rates, capacity charge, operating budget, and capital programs which are funded by our sewer ratepayers.

SNOHOMISH RIVER REGIONAL WATER AUTHORITY:

The Snohomish River Regional Water Authority (SRRWA) oversees a shared municipal water right between the City of Everett, Northshore Utility District and Woodinville Water District. The SRRWA was created in 1997 for the planning, development, ownership, management and financing of water supply and transmission, and planning for other water supply facilities, either by SRRWA members or in cooperation with other municipalities. The purpose of our water right is to provide an alternate source of water for the three participating entities. Commissioner Karen Steeb represents the District at the SRRWA table.

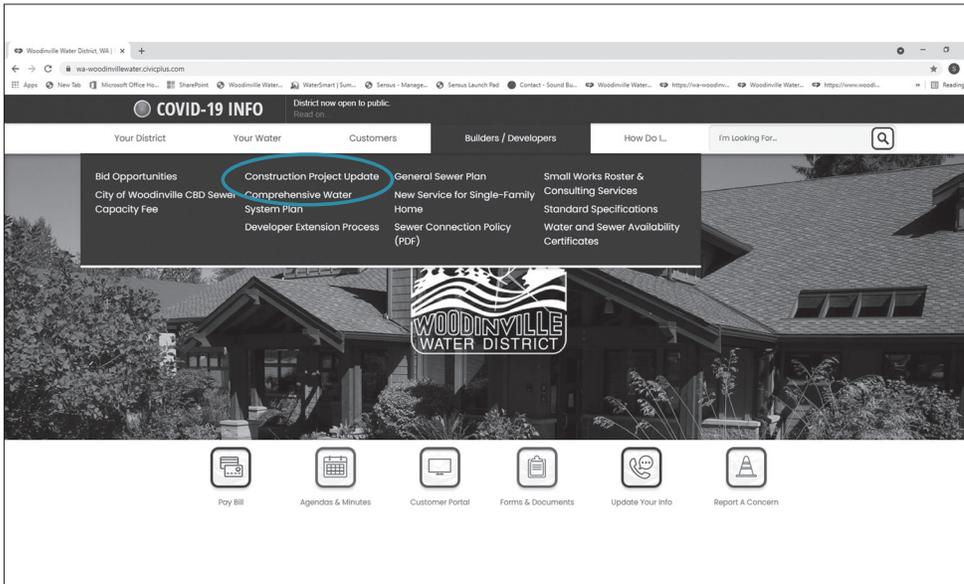
WELL SERVED

Our District is soundly served by the staff and commissioners who contribute to these regional boards and committees. They keep the District up to date on issues which enhance the District's ability to provide high-quality services at reasonable cost to our ratepayers. If you have questions about any of these regional forums, please contact the related commissioner or staff member – we would love to hear from you.

The Board of Commissioners meet on the first and third Tuesday of each month at 5:00pm in-person or virtually via Microsoft Teams. The public is welcome to attend in-person or join the Microsoft Teams Meeting via telephone. Meeting call-in information is posted on the agenda that can be found on our webpage the Friday prior to each meeting at woodinvillewater.com.

INVESTING In Our Future

Visit www.woodinvillewater.com for the latest Construction Project Updates. If you have any questions for Woodinville Water District regarding any of these projects, please email District Engineer, Christian Hoffman at choffman@woodinvillewater.com or call him at 425-487-4142.



THE WATERSMART CUSTOMER PORTAL

WaterSmart helps you track your home's water use and spending with an easy-to-use web and mobile portal.

wwd.watersmart.com



Billing. See your current bill and your bill history. Pay your bill.



Hourly data. View your use in near real-time.



Alerts and notification. Take control of your water use and avoid surprises. Identify leaks before you get a large bill!

MANAGE YOUR WATER USAGE

TOILET PAPER ONLY



EVERYTHING ELSE
(even if labeled flushable)



Wipes



Tissue

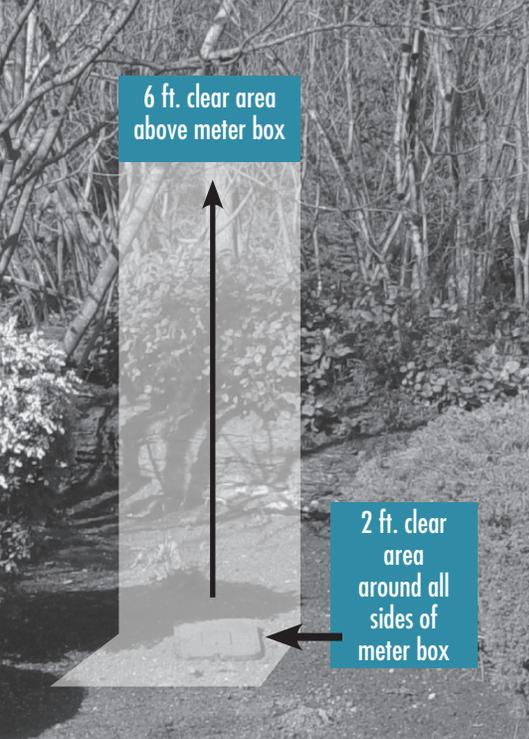


Paper towels



Diapers



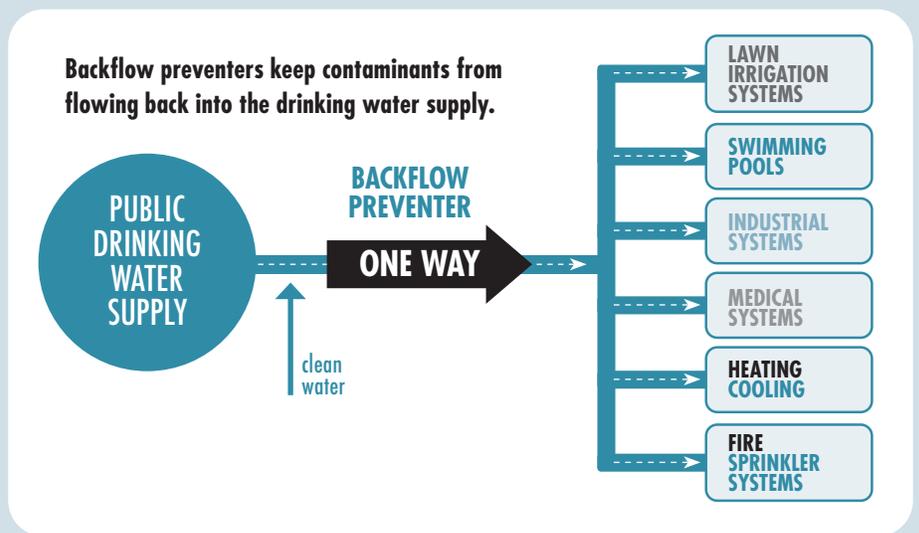


Utility Access - Please Keep Clear Access to Your Meter

Most water meter boxes are located in a utility easement along the front of the property. Property owners are responsible for maintaining a clear pathway to and around the water meter. District policy provides guidelines for customers to follow that will allow our staff to quickly find and perform any necessary repairs on your meter.

As you begin your spring garden cleanup, take time to check the area around the water meter box. Please keep a two-foot area around all sides of the meter box and the space six-feet above the meter box clear. The path from the road to the meter box should also be cleared to a minimum of two-feet wide and six-feet high.

Please do not park cars or place any debris on top of the meter box. If your meter does not meet the minimum clearance requirements, you will be notified in writing. Failure to meet the minimum requirements after written communication has been sent may result in fines to your account. If you have any questions, please call our Customer Service Department at 425-487-4100.



Cross Connection – Backflow Testing

What Is Backflow And Why Is It Important?

Woodinville Water District is responsible for providing safe and reliable drinking water. Your drinking water can get contaminated through hazards connected to the water system. The District protects the drinking water from these hazards by requiring backflow prevention devices on cross connections to meet State Code.

Backflow is the reverse flow of non-potable substances back into the customer’s plumbing system and/or our public water system (i.e., drinking water). Backflow can occur when there’s a sudden difference in water pressure between the two systems during waterline breaks, repairs, or a water supply shutoff. A backflow assembly protects the water system by stopping the reverse flow of water. These assemblies need to be registered with the District and **tested annually** to ensure they are working properly to stop backflow.

Cross-Connection is a point in a plumbing system where the drinking water supply is connected to a non-potable source, like an irrigation system, fire system or other equipment. Possible pollutants or contaminants can enter the safe drinking water system through uncontrolled cross connections when a backflow occurs.

How To Get Your Backflow Device Tested For Code Compliance?

Option 1: Have the District do the test for you. For the current fee of \$40 (subject to change), we will send a certified backflow tester out to your property to test your backflow assembly. This cost includes inspection, testing, any necessary repairs, re-testing, and submitting the test. Find out more at www.woodinvillewater.com/customers/testingprogramapplication.

Option 2: Hire your own backflow tester. A list of certified testers who work in the Woodinville area is on our website at www.woodinvillewater.com/customers/backflowtesterlist. This list is provided as a convenience only as we do not recommend one tester over another.

The District is pleased to announce the implementation of an online test report submittal program. The District mails/emails out an annual backflow testing reminder letter each spring to property owners. This letter includes an important Hazard ID number your backflow tester will need to submit your test results to Woodinville Water District.



Spring Lawn Care Tips

Follow these natural yard care tips to build a beautiful, healthy lawn that will thrive with minimal watering. For more tips visit savingwater.org.

- Aerate your lawn to build healthy roots.
- Tune up your sprinkler system. Fix leaks and replace damaged heads.
- Wait for the soil to begin drying out a few inches down before watering.

Fix Leaks, Prevent Water Waste

The faster you fix a leak, the better. Each day a running toilet with a medium sized leak can waste as much water as 15 showers. Yikes!

Bathrooms are a great place to start looking for leaks since over half of all home water use takes place in the throne room.

Look, listen, and lift the lid to detect toilet leaks.

- Look at the bowl of your toilet to see if water flows from the tank when you have not flushed. If water is dribbling into the bowl, you have a leak.
- Listen to the tank. If it sounds like it is re-filling even when you haven't flushed, that means you have a leak.
- Lift the top off your toilet's tank and check to see if the rubber seal or "flapper" looks worn out. If the rubber is cracking or not creating a complete seal, you have a leak.
- Extra credit: You can detect silent leaks with food coloring. Put food coloring or a dye strip in the tank, don't flush, and see if the color appears in the bowl. If it does, you have a leak.

Faucets

Turn the faucet on and off. Then, look and listen for water dripping out of the faucet or pooling around the base of the fixture.

Showerheads

Turn the showerhead on and look for any dripping water or stray sprays at connection points.

Tubs

Turn the tub on, then divert the water to the shower. If there is still a lot of water coming from the tub faucet it may be time to replace the spout diverter.

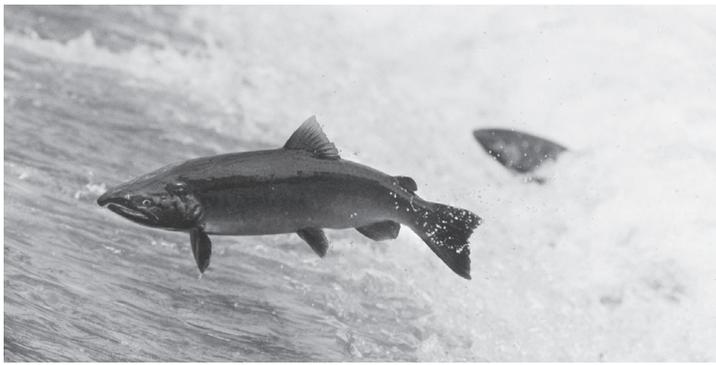
WaterSmart Customer Portal

Now is a great time of year to use your water bill and sign up for the Woodinville Water District WaterSmart Customer Portal at wwd.watersmart.com to help track your home's water use and for leaks before the summer watering season begins. It's likely that a family of four has a serious leak problem if your winter water use exceeds 12,000 gallons (or 16 CCFs) per month.



Sprinkler Timer Rebate for Homeowners

Are you still walking out to the garage to re-program your automatic sprinkler timer every time the forecast changes? There is a better way! Use our rebate to buy a new *smart* WaterSense labeled sprinkler timer. New timers automatically change your schedule and run times based on the weather so that you can set it, forget it, and still enjoy a lush lawn and a lower water bill. Visit savingwater.org/rebates.



Why Conserve - Salmon

Save water, help salmon! Salmon are a vital part of our Pacific Northwest ecosystem. Orca whales, for example, rely on Chinook Salmon for their diet. Do your part to protect salmon and their freshwater habitat by using water wisely, especially in summer and fall, when weather is dry and stream flows are naturally low.

Learn about everyday actions we can take to use water wisely at SavingWater.org.

Sustainable Gardening Classes

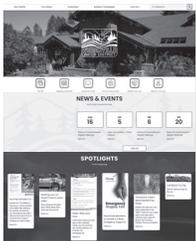
Learn how to create and maintain beautiful, healthy landscapes that use water wisely. Check out the full list of free classes taught by local experts. Learn more at SavingWater.org/lawn-garden/gardening-classes.



Tip: Place plants in the right spot.



WOODINVILLE WATER DISTRICT QUICK LINKS



Woodinville Water District Website



WaterSmart Customer Portal

Look up your account to explore your water use. It's free, and it only takes a minute

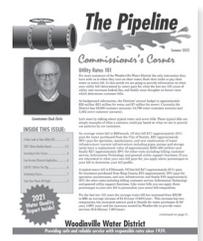


Pay Your Woodinville Water District Bill Online

- Receive statements and pay your bill
- State-of-the-art-security
- Pay your bill with a credit card, debit card, or bank account



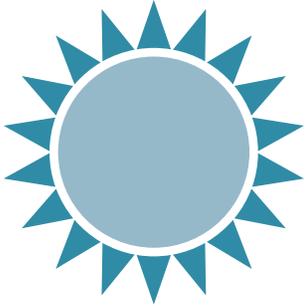
Consumer Confidence Report Annual Drinking Water Quality Report



Woodinville Water District Pipeline Newsletter



KIDS CORNER



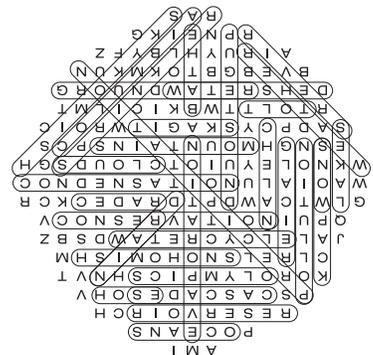
Hidden Water Words

A M I
 P O C E A N S
 R E S E R V O I R C H
 P S C A S C A D E S O H V
 K O R O L Y M P I C S H N V T
 C L R E L S N O H O M I S H M
 J A L E L C Y C R E T A W D S B Z
 Q P U I N O I T A V R E S N O C V
 G L W T C A W D P T D R A D E C K C R
 W A O I A L U N O I T A S N E D N O C
 W K N O L E Y U I O T C L O U D S G H
 E S N G H M O U N T A I N S P C S
 S A D P C Y S K A G I T W R O I C
 R T O L T T W B K I C I L M T
 D E H S R E T A W D N U O R G
 B V E B G B T O K M K U N
 A I R U Y H L B Y F Z
 R P N E I K G
 R A S

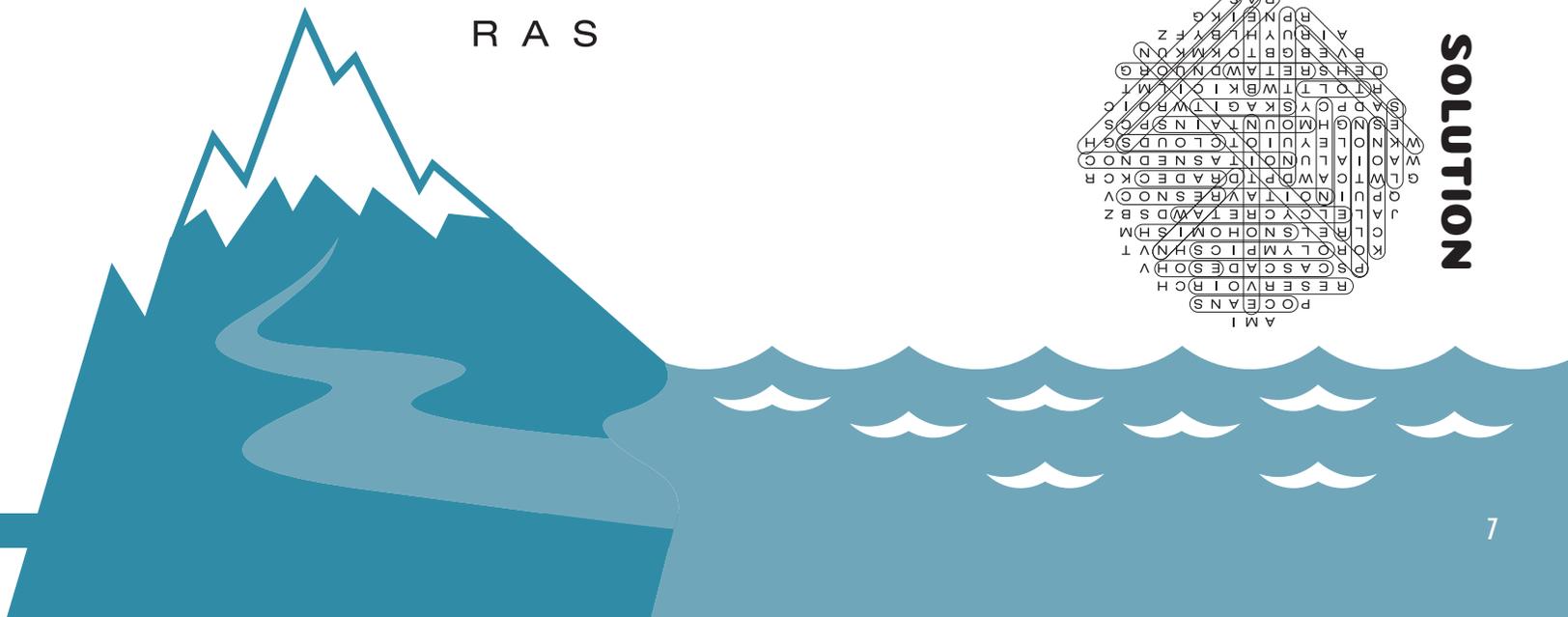
HEY KIDS!

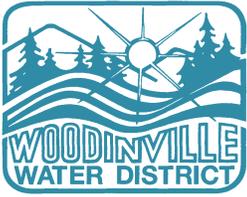
Find and circle the following water words in the puzzle to the right. Words may be horizontal, vertical or diagonal. Good luck!

- | | |
|--------------|---------------|
| bathe | Olympics |
| Cascades | pollution |
| Cedar | precipitation |
| Chelan | Puget Sound |
| clouds | rain |
| Columbia | reservoir |
| condensation | rivers |
| conservation | Skagit |
| drain | Skykomish |
| evaporation | Snohomish |
| glacier | snow |
| groundwater | snowpack |
| hose | sprinkler |
| lakes | Tolt |
| mountains | water cycle |
| oceans | watershed |
| | weather |



SOLUTION





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 Woodinville, WA 98072-1390

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The Pipeline is designed to keep Woodinville Water District customers up-to-date on water related issues, projects, and conservation education. The District welcomes your feedback and your suggestions for future stories.

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WWD Board of Commissioners



Commissioners (L-R): Aleksandra Kachakov, Tim Schriever, Karen Steeb, Chuck Clarke and Pamela Maloney



Do your part,
 be water smart



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